



# PROGRAM NEWS

This is a bi-monthly newsletter  
and is downloadable from  
<http://www.healthyfamilies.ca.gov>

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*A publication providing information  
and items of interest to California  
Healthy Families and Medi-Cal  
Enrollment Entities, Certified  
Application Assistants, families,  
and participating plans.*

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If you have a story idea you would like  
to share or comments about this  
newsletter, please contact us.

EE/CAA Help Desk  
1-800-279-5012

Email  
[hfnewsletter@maximus.com](mailto:hfnewsletter@maximus.com)

Website  
[www.healthyfamilies.ca.gov](http://www.healthyfamilies.ca.gov)

## Returned Reimbursement Check Process

In order to receive application assistance reimbursement payments, Enrollment Entities (EE) assisting the public with applications must have an active payment contract. Occasionally, the Healthy Families Program receives returned reimbursement checks. These checks are usually returned for one of two reasons: the EE does not wish to be paid or the post office indicates the check is undeliverable.

### *Reimbursement Checks Returned by Enrollment Entities*

EEs that have met the eligibility requirements to receive reimbursement payments from the Healthy Families Program have the right to request NOT to receive any future payments. If an EE chooses not to receive reimbursement based on receiving grant monies or other funds from application assistance activities, an EE must complete and submit to the HFP the EE Reimbursement Discontinuance Request Form, which can be found online at [www.healthyfamilies.com](http://www.healthyfamilies.com). This form must be completed by the authorized contact for an EE. Upon receipt of this form, the Healthy Families Program will set a "Do Not Pay" status for the EE. If an EE has already submitted a written request to discontinue reimbursements, the Healthy Families Program will contact the

EE to verify the information provided and/or request additional information.

### *Reimbursement Checks Returned by the Post Office*

EEs that have had a change of address causing a reimbursement check to be returned as undeliverable will receive a call from the Healthy Families Program notifying the EE that their reimbursement check was returned to the HFP. If an address needs to be updated, please contact the EE/CAA Liaisons at 1-800-279-5012 or complete the EE Information Change Form found at [www.healthyfamilies.ca.gov/English/caa/caa\\_ee.html](http://www.healthyfamilies.ca.gov/English/caa/caa_ee.html). Every returned reimbursement check will be tracked according to requests made by the EEs. The Healthy Families Program will reissue reimbursement checks on a monthly basis.

## Notice of Correction

*From time to time, the newsletter may print something that needs a correction. If you spot a mistake that should be addressed, please contact:  
[hfnewsletter@maximus.com](mailto:hfnewsletter@maximus.com)*

# 2006 Federal Income Guidelines

Each April 1, new Federal Income Guidelines (FIGs) are provided. These guidelines are adjusted each year and provide income ranges that are used as the basis for determining eligibility in the Healthy Families Program (HFP). The new FIG levels are used for all applications received on or after April 1, 2006. The new 2006 FIGs are available on the HFP website in English at [www.healthyfamilies.ca.gov/English/Publications/FIG\\_2006\\_English.pdf](http://www.healthyfamilies.ca.gov/English/Publications/FIG_2006_English.pdf) and additionally in

Spanish at [www.healthyfamilies.ca.gov/Spanish/Publications/FIG\\_2006\\_Spanish.pdf](http://www.healthyfamilies.ca.gov/Spanish/Publications/FIG_2006_Spanish.pdf). New HFP applications will also contain these new guidelines. Applications are available online in English, Spanish, Armenian, Cambodian, Chinese, Farsi, Hmong, Korean, Lao, Russian, and Vietnamese on the HFP website at [www.healthyfamilies.ca.gov/English/appldownload.html](http://www.healthyfamilies.ca.gov/English/appldownload.html).

Family Size	Child age 0 to 1 or Pregnant Women Medi-Cal	Child Age 0 to 1 Healthy Families	Child age 1 through 5 Medi-Cal	Child Age 1 through 5 Healthy Families	Child age 6 through 18 Medi-Cal	Child age 6 through 18 Healthy Families
1	\$0 - \$1,634	\$1,635 - \$2,042	\$0 - \$1,087	\$1,088 - \$2,042	\$0 - \$817	\$818 - \$2,042
2	\$0 - \$2,200	\$2,201 - \$2,750	\$0 - \$1,463	\$1,464 - \$2,750	\$0 - \$1,100	\$1,101 - \$2,750
3	\$0 - \$2,767	\$2,768 - \$3,459	\$0 - \$1,840	\$1,841 - \$3,459	\$0 - \$1,384	\$1,385 - \$3,459
4	\$0 - \$3,334	\$3,335 - \$4,167	\$0 - \$2,217	\$2,218 - \$4,167	\$0 - \$1,667	\$1,668 - \$4,167
5	\$0 - \$3,900	\$3,901 - \$4,875	\$0 - \$2,594	\$2,595 - \$4,875	\$0 - \$1,950	\$1,951 - \$4,875
6	\$0 - \$4,467	\$4,468 - \$5,584	\$0 - \$2,971	\$2,972 - \$5,584	\$0 - \$2,234	\$2,235 - \$5,584
7	\$0 - \$5,034	\$5,035 - \$6,292	\$0 - \$3,348	\$3,349 - \$6,292	\$0 - \$2,517	\$2,518 - \$6,292
8	\$0 - \$5,600	\$5,601 - \$7,000	\$0 - \$3,724	\$3,725 - \$7,000	\$0 - \$2,800	\$2,801 - \$7,000
9	\$0 - \$6,167	\$6,168 - \$7,709	\$0 - \$4,101	\$4,102 - \$7,709	\$0 - \$3,084	\$3,085 - \$7,709
10	\$0 - \$6,734	\$6,735 - \$8,417	\$0 - \$4,478	\$4,479 - \$8,417	\$0 - \$3,367	\$3,368 - \$8,417

Add the following dollar amount for each additional family member:

	\$567	\$568 - \$709	\$377	\$378 - \$709	\$284	\$285 - \$709
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## Premium Re-Evaluation Form

If a family's income has dropped, they do not have to wait for their next Annual Eligibility Review (AER) to find out if they are eligible for lower premiums.

By submitting a Premium Re-Evaluation Form, the Healthy Families Program (HFP) will review their documentation and determine if their premiums can be lowered OR if they might now be eligible for no-cost Medi-Cal. This review will NEVER cause the family an increase in premiums or cause them to lose their HFP coverage due to income being too high.

Here's how to request a premium re-evaluation:

- Completely fill out a Premium Re-Evaluation Form, which can be downloaded from the HFP website at [www.healthyfamilies.ca.gov/English/download.html](http://www.healthyfamilies.ca.gov/English/download.html). A form can also be requested by calling 1-866-848-9166.
- Attach valid supporting income documentation and/or proof of deductions
- Mail or fax the Premium Re-Evaluation Form and supporting documentation to the address provided on page 4 of the form

*See Premium, page 4*

# Speeding Up the Application Process

During the period of May 1 through May 15, 2006, over 39% of all reimbursement denials were a result of incomplete applications. This is also the number one cause for delays in processing of Healthy Families Program (HFP) applications.

Information/documents missing most often are:

- Supporting income documentation
- First month's premium payment
- Signature of the applicant at the end of the application and on the plan selection page
- Child support and child care documents

We are asking you as EEs and CAAs to help the HFP and its applicants by making sure that the applications you assist with are complete and have all the supporting documents attached. Complete applications that include all supporting documentation ensure that a family's application is processed in the least amount of time. Complete applications also reduce EE reimbursement denials and improve the timeliness of reimbursement payments.

Following are some other common issues that can delay application processing:

- Confusion about who the "applicant" is when completing Section 1, page A1 of the application; the "applicant" is the adult applying on the child's behalf or an emancipated minor applying for self-coverage.
- Questions 27 and 28 of Section 2 (page A2 of the application) must be marked Yes or No to answer the question "Are the parents living in the home?"
- When submitting an employer's letter, both the pay frequency and the word "GROSS" should be stated
- Frequency should be indicated as weekly, bi-monthly, every two weeks, or monthly
- When submitting Form 1040 as proof of income, both pages 1 and 2 must be included; if self-employed, a Schedule C must also be included.
- The pay period end date or issue date on pay stubs submitted must be dated within the last 45 days from the application receipt date
- The Income Section must be completed, including source, frequency, and gross income
- An unborn child should be listed separately from child #1

*See Application, page 4*

## New HFP & AIM Handbooks Available Soon

Each year, the Healthy Families Program updates the HFP handbooks. Though the 2006-2007 HFP handbooks will not be available until mid-July, the updates for the handbook have already been incorporated into the HFP website. Please be sure to use the website at [www.healthyfamilies.ca.gov](http://www.healthyfamilies.ca.gov) as a resource until the new handbooks are available. AIM handbooks have also been updated and will be available in mid-July. Updates to the AIM handbook will be reflected on the AIM website ([www.aim.ca.gov](http://www.aim.ca.gov)) as of July 1<sup>st</sup>. EEs and CAAs may request handbooks via the Marketing Materials Order Form found at <http://www.dhs.ca.gov/mcs/medi-calhome/HFApp.htm>.



## Need Supplies of HFP Enrollment and Marketing Materials?

The Marketing Materials Order Form can be downloaded at the Medi-Cal website

[www.dhs.ca.gov/mcs/medi-calhome/HFApp.htm](http://www.dhs.ca.gov/mcs/medi-calhome/HFApp.htm).

### How do I place an order?

There are three ways that you can place an order for materials.

1. Email a request to [MCPUBS@DHS.CA.GOV](mailto:MCPUBS@DHS.CA.GOV). Use the subject line: HFP and Medi-Cal Materials.
2. Fax a request to: (916) 552-9478. Use the subject line: HFP and Medi-Cal Materials.
3. Send a request via regular mail to:  
HFP and Medi-Cal Materials  
1501 Capitol Avenue, MS 4600  
P.O. Box 942732  
Sacramento, CA 94234-7320

### When will I receive my order?

You will receive your materials in 5 to 7 working days. Marketing Materials may take up to 5 weeks to receive.

### Who do I contact about my order?

Send an email to:  
[MCPUBS@DHS.CA.GOV](mailto:MCPUBS@DHS.CA.GOV).

## Premium *continued from page 2*

The Healthy Families Program will review the Premium Re-Evaluation Form within 15 business days from the receipt date. Upon completion of the review, the family's monthly premium will either decrease or remain the same, but it will **not** increase or affect the child(ren)'s eligibility. The applicant will be notified of the outcome via mail.

It may be discovered during the review that the child(ren) may also be eligible for No-Cost Medi-Cal if the income is determined to be below the current Healthy Families income guidelines. With the applicant's approval, the Healthy Families Program will forward the case to the Medi-Cal office in the applicant's county.

## Helpful EE/CAA Resources

### Help Desk for EEs and CAAs

Healthy Families offers a help desk for Enrollment Entities and Certified Application Assistants who are interested in training or updating their registration information. The help desk also provides basic information regarding eligibility. If you wish to contact the EE/CAA Help Desk, please call 1-800-279-5012 Monday through Saturday between 8:30 a.m. and 5:00 p.m. or send an e-mail to [ee-caaliation@maximus.com](mailto:ee-caaliation@maximus.com).

### HFP Website -CAA Section

The CAA section of the HFP website contains important information and resources, including program changes, newsletter archives, Health-e-App information, the CAA reference manual, the CAA tutorial refresher, citizenship and immigration information, ITP forms,

## Application *continued from page 3*

- If an affidavit is submitted, it must state that it is true and correct and must be signed by the applicant
- Hand-written applications should be written clearly as errors and delays occur with illegible handwriting

If you have any questions or need assistance, please contact the EE/CAA Liaisons at 1-800-279-5012 Monday through Friday, 8:30 a.m. to 5:00 p.m. or send an email to [ee-caaliation@maximus.com](mailto:ee-caaliation@maximus.com).

CAA training, and EE reimbursement information. The CAA section of the HFP website can be accessed at: [www.healthyfamilies.ca.gov/English/caa/caa\\_ee.html](http://www.healthyfamilies.ca.gov/English/caa/caa_ee.html).

### Health-e-App Website

This site is dedicated to helping California's Enrollment Entities, Certified Application Assistants, eligibility workers, and counties use Health-e-App, the online application for Healthy Families and Medi-Cal for Children. The site can be accessed at: [www.dhs.ca.gov/health-e-App/](http://www.dhs.ca.gov/health-e-App/).

### Health-e-App Toll Free Line

For technical support with Health-e-App, call the Health-e-App Help Desk, toll-free line at 1-866-861-3443 between 8:00 a.m. to 8:00 p.m., Monday through Friday.



# EE Spotlight:

## La Manzana Community Resources

Rooted in the heart of downtown Watsonville, La Manzana Community Resources (LMCR) serves as a comprehensive Family Resource Center meeting the needs of the most disenfranchised members of our community. Our fully bilingual/bicultural staff provide comprehensive information and referral services and preventative case management, linking families and individuals to community health and social resources, parenting education, childcare, literacy development services, and many other community services. The Drop-In Center also assists clients with public assistance forms, citizenship assistance, economic justice, business and financial services (including income tax preparation and counseling), notarization of documents, oral and written translations, individual case assistance, voter education and registration

assistance, and organizing for social and community change.

LMCR practices the understanding that literacy is the foundation of lifelong learning and of active participation in the social, economic, spiritual and political life of our communities. We support self-reliance and community integration by offering literacy classes, basic computer skills classes and GED preparation to Spanish, Mixteco, and Zapoteco speakers. We reach out to community members who lack basic literacy skills; we provide tools for parents-students to practice early literacy in their families; and we engage program participants in a commitment to become advocates for the well-being of their families.

To the right are a few examples of LMCR's successes in working with agricultural workers and the low-income working families:



- LMCR assisted 273 participants in the preparation of income tax forms with a total of \$123,000 realized through credits and refunds for the low-income clients of LMCR. The \$123,000 in returns reflects a 200% increase from the previous year. LMCR was more diligent in working with families earlier to realize those higher returns.
- LMCR continues to connect more families with a primary care provider through MediCal, Healthy Families, and Healthy Kids each year. During this last year, LMCR connected 1,944 participants with a primary care provider utilizing these programs (1,248 through MediCal, 460 Healthy Families, and 236 through Healthy Kids).
- LMCR provided assistance to 748 participants for the food stamp program. Of those that received assistance, 423 self-reported acceptance into the program yielding an average benefit of \$284.00 per month.

# Faxing Supporting Documentation for Health-e-App Applications



The Healthy Families Program utilizes a barcode to automatically link supporting documentation to Health-e-Applications. Our automated system reads the barcode at the top of the fax cover sheet and links all the documents in that fax transmission to one family's application. This increases both the speed and accuracy of the application process.

Please note that this process links every page in the fax transmission to the application DCN on the fax cover sheet. If you use the same fax cover sheet for multiple applications for different applicants or you stack multiple sets of supporting documentation for different applicants into one fax

transmission, the supporting documentation may get linked to an incorrect application.

Remember to use the following tips when faxing any supporting documentation for a Health-e-App application:

- Use the fax cover sheet generated by Health-e-App as the 1<sup>st</sup> page in the fax transmission. Do not use another page as the cover sheet.
- Make sure that every document in the fax transmission is for the same family's application.
- Always fax the supporting documentation on the same day that you submit the application.

- Do not stack multiple sets of supporting documentation for different families into the fax machine and send these documents as one fax transmission.
- Make sure the Health-e-App fax cover sheet is oriented correctly in the fax machine (bar code in first) so that it will be accurately read.

Your cooperation will help ensure that all Health-e-App applications are processed in a timely and accurate manner.

## Payment Specialist Spotlight: Alberto

The Healthy Families Program (HFP) employs four talented Payment Specialists to research applications with denials for Certified Application Assistants (CAAs) reimbursements. Each of the four staff members is assigned to specific Enrollment Entities (EEs). This allows for more personal customer service to all EEs. Our Specialists monitor all denials for validity. These Specialists also conduct outreach calls to assist with any questions or concerns EEs may have. This month, we'd like to put the spotlight on Alberto.

Alberto began working in the HFP Call Center in February 2004 assisting applicants with their applications. He was then promoted to an EE/CAA Liaison position assisting CAAs with application assistance and EEs with the registration process. In October 2005, Alberto began assisting EEs with reimbursement research as a Payment Specialist. Alberto has been a key person in the development of the Spanish Web-based Training website to certify Spanish-speaking CAAs. When not at work, Alberto enjoys the pleasures of fatherhood and time with his family.



# Welcome New Certified Application Assistants!

Irene Aceves	Maritza Flores	Brenda Manzo	Fabiola Saavedra
Rose Acosta	Walter Franco	Katherine Martinez	Estella Salas
John Adams	Erika Garcia	Maria Martinez	Sailitafa Samoa
Shani Adams	Maria Garcia	Carla McClain	Laura Sanchez
Marci Aguirre	Beatrice Garza	Nadia Mendoza	Claudia Sanchez
Fariba Ahmadzadeh	Eileen George	Susana Mendoza	Adriana Sanchez
Reyna Alonso	Kimberly Golser	Vanessa Micalé	Maribel Santiago
Thomas Aspel	Yolanda Gomez	John Milburn	Jin Situ
Soraya Avalos	Esmeralda Gonzalez	Susana Monares	Joanna Solorzano
Yadira Avina	Rosemary Gonzalez	Juliette Monheit	Margarita Solorzano
Joy Lydia Ayres	Juan Gonzalez	Candy Montes	Bonnie Soon
Bianca Barba	Laura Gonzalez	Amanda Mooney	Elsa Soto
Alan Bayer	Michael Grant	Marisol Navarro	Diana Tapia
Leslie Beck	Santiago Guerra	Ramon Navarro Jr	Tamara Tavai
Negash Berhe	Angelic Guerrero	Hanh Nguyen	Kimberly Tejeda
Alejandra Bolivar-Ossa	Noelia Gutierrez	Donald Nollar	Mariana Torres
Merrilyn Brady	Mayra Guzman	Sharon Novalez	Maricela Tostado
Sandra Brockman	Elisa L. Hernandez	Claudia Ocegueda	Elisapeti Tuitama
Kerry Brown	Yolanda Holguin	Brian Olson	Tina Tvedt
Maria Campos	Tracie Howell	Zandre Padilla	Gloria Ulloa
Virginia Cano	Maria Hurtado	Isabel Parra	Nicole Ullrich
Kelly Cano	Dolly Husein	Maria Paz	Hernan Umana
Lissette Castillo	George Idolyantes	Margarita Pena	Christian Urbina
Wendy Ceja	Maria Jacobo	Ivonne Pereira	Isela Valdez
Mary Chambers	Liliana Jaramillo	Annette Pickett	Oscar Valles
Rosa Chavez	Ben Jauregui	Lurette Pina	Nelly Vargas
Josefina Chicas	Richard Johnson	Crystal Pollard	Maria Venegas
Edwin Chung	Hector Jurado	Dalila Ponce	Maria de Jesus Vidrio
Tanya Cittadino	Gurpal Khaira	Berenice Ponce	Anna Walsh
Maria Contreras	Khatereh Kheyrolomom	Guillermina Porraz	Sherry Watson
Gina Cook	Steve Kim	June Pouesi	Chad White
Kischette Cooper	Hope Kim	Carmen R. Ramirez	Michelle Wilson
Victoria Cornejo	John Kuek	Karla Ramos	Sarah Wilson-Daley
Martha Covarruvias	Kieu Lam	Sarahi Resendiz	Adriana Winfrey
Maria Dajani	Rae Lannetta	Rosa Reyes	Susan Wong
Debbie Deherrera	Lilia Lavy	Alejandro Rivera	Susan Wranosky
Rosemary DenOuden	Laura Lenox	Elena Robledo	Kam Wu
Amparo Diaz	Estrella Lopez	Frances Rocha	Seung Jun Yoon
Gail Dillworth	Adriana Lopez	Vanessa Rodriguez	Melanis Yousefi Masihi
Rosanna Dorado	Victoria Lopez Palmerin	Ernestina Rodriguez	Noemi Zamora
Alejandra Dorantes	May Bliá Ly	Adriana Romero	Carina Zarate
Valerie Dun	Pierre Macalintal	Kim A. Rose	Rafael Zepeda
Lourdes Ferrer	Alpa Maniar	Delma Rubio	Alicia Zunga
Linda Flores	Maryanne Manjarrez	Ana Ruth	

# Welcome New HFP Enrollment Entities!

ALPA MANIAR  
ANA MEDICAL CLINIC  
ASPEL & COMPANY  
BENEQUEST FINANCIAL & INSURANCE SERVICES  
BRYSON INSURANCE GROUP  
CAMARILLO HEALTH CARE DISTRICT  
CAPITAL WEST INSURANCE SERVICES  
CENTRAL UNION SCHOOL DISTRICT  
CRYSTAL POLLARD HIGH VISTA INSURANCE  
DAVID T. WESTBROOK  
DON REED ELLERTSON III  
EARLY DEVELOPMENT SERVICES, INC  
EMILE G. SHENOUDA MD, INC  
FRANCES STEARNS  
GIL TURULLOLS M.D., INC.  
HAWKINS INSURANCE SERVICES, INC.  
HEALTHCARE R US INSURANCE SERVICES  
HEZEKIAH N. MOORE, M.D.  
INSURLINK FINANCIAL & INSURANCE SERVICES  
JUAN C. CARRILLO MD  
KIDS COME FIRST COMMUNITY CLINIC  
LAURA LENOX  
LEDESCO, INC.  
LILIA LAVY  
MICHAEL R JONES, DDS  
MONICA P CEPIN MD  
NASIM MAZAHREH INSURANCE  
NIKKI HUONG HO INSURANCE  
NORDHOFF MEDICAL CLINIC  
OFFICE OF SAMOAN AFFAIRS  
PICKETT AND ASSOCIATES INSURANCE AGENCY  
PROBITY INSURANCE SERVICES  
RAMON NAVARRO JR  
RL SELLERS ASSOCIATES  
SAN JOAQUIN VALLEY HEALTH CONSORTIUM  
SAN LUIS COASTAL UNIFIED SCHOOL DISTRICT  
SEROB STEVE HOVAKIMYAN  
SOUTH BAY CHILDREN'S MEDICAL CENTER  
TED NGO/TIEN NGO  
TOP INSURANCE SERVICES  
TRAPANI HARTWICK & DICKINS  
UNICARE FAMILY MEDICAL GROUP, INC  
VALERIE DUN  
VALLEY WOMEN'S INSTITUTE  
VINEYARD CLINICA FAMILIAR  
WALSH MEDICAL GROUP, INC.  
WHOLE FAMILY CARE CLINIC / RICHARD J. BROUETTE, MD  
WILLIAM T. ADAMS